Board of Pardons and Parole

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - First Contact Resolution		
	High	**Low**	**FCR Total**
Board of Pardons and Parole	2 0	3 3	5 3
Customer Company Total	2 0	3 3	5 3

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	High	Low	MIR Total
Board of Pardons and Parole	2 0	3 0	5 0
Customer Company Total	2 0	3 0	5 0

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	High	Low	ATTIR Total
Board of Pardons and Parole	2 0.13	3 0.00	5 0.05
Customer Company Total	2 0.13	3 0.00	5 0.05

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	**Top Number - Total Incidents** Bottom Number - Missed Resolution		
	High	**Low**	**MR Total**
Board of Pardons and Parole	2 0	3 0	5 0
Customer Company Total	2 0	3 0	5 0

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number - Average time in hours		
	High	Low	ATTR Total
Board of Pardons and Parole	2	3 0.00	5 0.00
Customer Company Total	2	3 0.00	5 0.00

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Detail

INC000000289170	Julie K Brown	Telecom	Dial Tone	Telephone		TIR Missed: No	TIR:	0.26
	Voice Operations	Annette Nielsen	Board of Pardons and Parole	High	Closed	TTR Missed: No	TTR:	
INC000000289170	Julie K Brown	Telecom	Dial Tone	Telephone		TIR Missed: No	TIR:	0.00
	Voice Operations	Annette Nielsen	Board of Pardons and Parole	High	Closed	TTR Missed: No	TTR:	
INC000000294403	Tannath Freeman	PC/Laptop	Password	None		TIR Missed: No	TIR:	0.00
	Security	Loren Snodgrass	Board of Pardons and Parole	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000299103	Melissa Nunn	Application	Error	Offender Tracking		TIR Missed: No	TIR:	0.00
	Security	Loren Snodgrass	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000299245	Megan B Hess	PC/Laptop	Password	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
	Security	Loren Snodgrass	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	TTR:	0.00